**MARK SHEET – Understanding negotiation and networking in the workplace**

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| **Centre Number :** | |  | | **Centre Name :** | |  | | | |
| **Learner Registration No :** | |  | | **Learner Name:** | |  | | | |
| **INSTRUCTIONS FOR ASSESSMENT AND USE OF MARK SHEET**  Assessment must be conducted with reference to the assessment criteria (AC). In order to pass the unit, every AC must be met.  Assessors will normally award marks for every AC and then total them into a percentage. However, for greater simplicity, there is the option to not use marks at all and merely indicate with a ‘Pass’ or ‘Referral’ in the box (below right). In order to pass the unit every AC must receive a ‘Pass’.  **Where marks are awarded according to the degree to which the learner’s evidence in the submission meets each AC, every AC must be met, i.e. receive at least half marks (e.g. min 10/20). Any AC awarded less than the minimum produces an automatic referral for the submission (regardless of the overall mark achieved).**  Sufficiency descriptors are provided as guidance. If 20 marks are available for an AC and the evidence in the submission approximates to the ‘pass’ descriptor, that indicates it should attract 10 marks out of 20, if a ‘good pass’ then ca. 15 out of 20. The descriptors are not comprehensive, and cannot be, as there are many ways in which a submission can exceed or fall short of the requirements. | | | | | | | 1. **Learner named above confirms authenticity of submission.** 2. **ILM uses learners’ submissions – on an anonymous basis – for assessment standardisation. By submitting, I agree that ILM may use this script on condition that all information which may identify me is removed.**   **However, if you are unwilling to allow ILM use your script, please refuse by ticking the box: □** | | |
| **Learning Outcome / Section 1:** Know how to influence and negotiate with others to achieve objectives | | | | | | | | | |
| **Assessment Criteria (AC)** | **Sufficiency Descriptors**  *[Typical standard that , if replicated across the whole submission, would produce a referral, borderline pass or good pass result]* | | | | | | | **Assessor feedback on AC** | |
| AC 1.1  Explain the general principles of negotiation | **Referral [ca. 4/16]** | | **Pass [8/16]** | | **Good Pass [ca. 12/16]** | | |  | |
| * The general principles of negotiation are merely stated or listed as opposed to explained * The general principles of negotiation are explained but the explanation is incorrect or minimal | | * The general principles of negotiation are correctly explained although the explanation may be limited | | * A thorough and detailed explanation is given of the general principles of negotiation | | |
| / 16  (min. of 8) | Pass or Referral |

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| AC 1.2  Explain a relevant technique for influencing others to achieve workplace objectives | **Referral [ca. 5/20]** | **Pass [10/20]** | | **Good Pass [ca. 15/20]** | **Assessor feedback on AC** | |
| * A relevant technique for influencing others to achieve workplace objectives is merely stated or described as opposed to explained * An explanation is given of a relevant technique for influencing others to achieve workplace objectives but the explanation is incorrect, inappropriate or minimal * An explanation is given of a relevant technique for influencing others in general but not applied to achieving workplace objectives | * A correct and appropriate explanation is given of a relevant technique (perhaps including, but not restricted to: negotiation tactics, behaviour, non-verbal communication, social skills) for influencing others to achieve workplace objectives although the explanation may be limited and/or the influence on objectives may be more implicit than explicit | | * An explanation is given of a relevant technique for influencing others to achieve workplace objectives is thoroughly explained in detail with the influence on objectives made explicitly clear |  | |
| / 20  (min. of 10) | Pass or Referral |
| AC 1.3  Describe how to reduce resistance and minimise conflict to achieve a win-win situation in the workplace during negotiations | **Referral [ca. 4/16]** | **Pass [8/16]** | | **Good Pass [ca. 12/16]** | **Assessor feedback on AC** | |
| * How to reduce resistance and minimise conflict to achieve a win-win situation in the workplace during negotiations is merely stated as opposed to described * How to reduce resistance and minimise conflict is described in general **but** not related to achieving a win-win situation in the workplace and/or not related to negotiations * A description is given of how to reduce resistance and minimise conflict to achieve a win-win situation in the workplace during negotiations but the description is incorrect, inappropriate or minimal | * A description is given of how to reduce resistance and minimise conflict to achieve a win-win situation in the workplace during negotiations although the description may be limited | | * How to reduce resistance and minimise conflict to achieve a win-win situation in the workplace during negotiations is thoroughly described in detail and the influence on the win-win situation during negotiations is made explicitly clear |  | |
| / 16  (min. of 8) | Pass or Referral |
| **Section comments** (optional): | | | **Verification comments** (optional): | | | |

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| **Learning Outcome / Section 2:** Understand the value of networking | | | | | |
| **Assessment Criteria (AC)** | **Sufficiency Descriptors**  *[Typical standard that , if replicated across the whole submission, would produce a referral, borderline pass or good pass result]* | | | **Assessor feedback on AC** | |
| AC 2.1  Explain the value of networking | **Referral [ca. 4/16]** | **Pass [8/16]** | **Good Pass [ca. 12/16]** |  | |
| * The value of networking is merely stated as opposed to explained * An explanation is given of the value of networking but the explanation is incorrect, inappropriate or minimal | * The value of networking is explained although the explanation may be limited | * A thorough and detailed explanation is given of the value of networking |
| / 16  (min. of 8) | Pass or Referral |
| AC 2.2  Identify an appropriate network for a manager in the workplace | **Referral [ca. 3/12]** | **Pass [6/12]** | **Good Pass [ca. 9/12]** | **Assessor feedback on AC** | |
| * An appropriate network for a manager in the workplace is not identified * A network for a manager in the workplace is identified but is inappropriate or minimal | * A network for a manager in the workplace is identified | * A network for a manager in the workplace is identified in detail |  | |
| / 12  (min. of 6) | Pass or Referral |
| AC 2.3  Describe methods to establish and maintain effective professional relationships with the identified network | **Referral [ca. 5/20]** | **Pass [10/20]** | **Good Pass [ca. 15/20]** | **Assessor feedback on AC** | |
| * Methods to establish and maintain effective professional relationships with the identified network are merely stated or listed as opposed to described * A description is given of methods to establish and maintain effective professional relationships with the identified network but the description is incorrect, inappropriate or minimal | * At least two methods to establish and maintain effective professional relationships are described although the description may be limited and the relevance to the identified network may be implicit | * A thorough and detailed description is given of several methods to establish and maintain effective professional relationships explicitly with the identified network |  | |
| / 20  (min. of 10) | Pass or Referral |

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| **Section comments** (optional): | | **Verification comments** (optional): | | |
|  | | | **/ 100**  **TOTAL MARKS** | |
| **Assessor’s Decision** | | **Quality Assurance Use** | | |
| **Outcome** (*delete as applicable*): **PASS / REFERRAL** | **Signature of Assessor:**  **Date:** | **Outcome** (*delete as applicable*): **PASS / REFERRAL** | | **Signature of QA:**  **Date of QA check:** |